

Overcoming Communication Barriers

- Use clear and common language; avoid slang terms or clichés
- Ask open-ended, one-part questions
- Be an attentive listener and allow for periods of silence
- Allow sufficient time so that there is no time pressure
- Use explanations that progress from simple to complex
- Allow eye contact, but do not force it
- Allow plenty of personal space
- Keep background noise to a minimum
- Sit facing older person to help them identify visual cues/body language